



## DRS Coordinator I

<b>POSITION:</b>	Dispute Resolution Services Coordinator I	<b>SUPERVISOR:</b>	DRS III / Executive Director
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<b>FLSA STATUS:</b>	Hourly: Non-Exempt	Hours:	30 hours per week / M-F 9am-3pm, some weekends and flextime pre-approval by the ED.
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This job description is prepared to support PDRC's mission to promote and provide for the peaceful resolution of conflict through modeling, facilitating and teaching mediation in Jefferson and Clallam Counties. The purpose of this job description is to provide a guide by which you and the management of Peninsula Dispute Resolution Center (PDRC) may measure your progress and ability to meet our commitment.

### POSITION SUMMARY

Part-time (30 hours per week) this is an entry level professional position. The Dispute Resolution Services (DRS) Coordinator I is responsible for the duties that support PDRC's conflict resolution and training services. This position coordinates mediation services from intake to closure of case, coordinates trainings and supports ongoing community services. The DRS Coordinator I position works closely with community volunteers, organizations and agencies. Reports directly to the DRS III and/or Executive Director. **This position works at the PDRC office located at 319 South Peabody Street, Port Angeles, WA 98362. Up to date full COVID-19 vaccinations required prior to employment. Ability to work from home remotely may be required.**

### ESSENTIAL RESPONSIBILITIES

#### Dispute Resolution Services Coordinator

- Understanding and commitment to the mission of PDRC.
- Follow PDRC policies, procedures and operating standards in performance of all job duties.
- Provide and coordinate PDRC ~ DRS services from intake to case closure utilizing both in person and online communication processes for community and court cases.
- Maintain strict confidentiality of client and PDRC information.
- Maintain strict neutrality when working with PDRC clients.
- Maintain and adhere to PDRC and Resolution Washington Association quality assurance, certification policies and procedures in regards to mediators and interns, addressing any challenges that arise timely and with the DRC's interests in the forefront.
- Correspond with clients, volunteers and interns regarding scheduled services.
- Maintain accurate client records (client database and files) and assist DRSC III in creating monthly and annual reports as required.
- Provide volunteer and practicum students regular status reports as to progress towards certification.
- Conduct outreach by attending community events and dispersing PDRC materials.
- Maintain mediator, volunteer and outreach data base.
- Maintain supplies to support services.

#### Training Coordinator

- Responsible for all phases of event planning including; presenter staffing, booking rooms, supplies, room set-up and breakdown.
- Work with ED to organize an annual training schedule including 40-Hour Basic Mediation Trainings.
- Work with the ED in all phases of marketing trainings, including: brochure development, advertising, mailings and promotion to the community.
- Develop/revise and keep current all training manuals and materials; including maintaining on-line and hard copy filing and training systems.

- Develop, revise and implement custom and standard training packages including presentations, role plays, handout, manuals exercises, evaluations, certificate of completions, and other resource materials.
- Coordinate the presentation of core materials by other trainers.
- Work with ED in the maintenance of all files pertaining to training contracts and course offerings, including registration list, payment roster, cost revenue report, invoicing and relevant data bases.

### **Secondary Job Duties**

- The ability to work a flexible work schedule.
- Keep work and reception area clean and sanitized.
- Work with ED and staff to acknowledge volunteers.
- Prioritize among competing deadlines with a busy workload and office.
- Excellent attention to detail and accuracy of work.
- Exhibit excellent interpersonal skills and the ability to work with people of diverse backgrounds, cultures, personalities and situations.
- Work within PDRC's budget guidelines related to these job duties.
- Prepare professional reports and correspondence in writing.
- Represent PDRC positively to the community.
- Foster positive communications and relationships with team members and clients.
- Keep up to date on industry trends and developments.
- Always present a professional appearance, attire and demeanor while on duty.
- Other tasks and duties as assigned by the Executive Director.

### **Skills and Abilities**

- A commitment to good interpersonal skills, communication, teamwork and a confident telephone demeanor.
- Ability to maintain a neutral and impartial demeanor. The ability to effectively deal with stressful, conflicted, and emotional situations.
- Ability to work effectively and cooperatively with persons from diverse socioeconomic, ethnic and cultural backgrounds.
- Effectively communicate orally and in writing.
- Ability to prioritize among competing deadlines in a fast-paced office.
- Excellent attention to detail, deadlines, organizational and time management, proven ability to be consistent with processes and daily tasks and follow-through.
- Knowledge of and commitment to the principles of alternative dispute resolution.
- Competency with Microsoft applications (Excel, Word, Outlook), network applications and confidence learning and working with other computer systems and social media.
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions.
- The ability to manage a flexible work schedule – some evening and occasional weekend work is necessary.

<b>OTHER AREAS OF RESPONSIBILITY</b>
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- Support annual fundraising efforts.
- Represent PDRC positively to the community.
- Establish good working relationship with other team members.
- Foster positive communications and relationships with volunteers and clients.

<b>QUALIFICATIONS</b>
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### **Minimum Qualifications**

PDRC ~ Dispute Resolution Services Coordinator I (8/2021)

- Associate Degree. (Educational requirements may be substituted by additional work experience and trainings).
- Prior successful experience working for a non-profit organization.
- Be able to successfully pass a Washington State Patrol background check.
- Formal training in interest-based mediation and experience as a certified mediator or available to complete next mediation and other relevant training.
- Experience working with and coordinating volunteers.
- Experience working in a busy office and multitasking.

#### **Desired Qualifications**

- Bachelor's Degree in social science or humanities. (Educational requirements may be substituted by additional work experience and trainings).
- Certified Mediator with 1+ years of experience; may be volunteer or paid experience.
- Experience with event planning and execution.

<b>PHYSICAL REQUIREMENTS</b>
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- Frequent standing, walking and sitting.
- Frequent lifting and carrying up to 10 pounds.
- Occasional lifting and carrying up to 20 pounds.
- Must be able to work at computer or desk area for extended periods of time.

<b>COMPANY-WIDE JOB REQUIREMENTS/RESPONSIBILITIES</b>
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- Be responsive toward clients and team members, both internal and external.
- Be courteous, respectful and responsive to client and team member requests.
- Participate fully in creating and maintaining a supportive and team-oriented work environment.
- Make open and effective communication a priority.
- Display initiative and cooperation to resolve challenges of any kind, be it with a client or a team-member.
- Exemplify the desired culture and key values of the organization.
- Be on time.
- **Up to date COVID-19 vaccinations required to comply with current state/federal proclamations plus status card before start of employment.**
- **Facial masks must be worn in the office to comply with current state and federal proclamations.**

Employees of PDRC are expected to maintain a professional image and attitude consistent with PDRC's vision, mission, values and objectives. Employment with PDRC will be in accordance with our "At-Will" policy. This means that just as you may leave your PDRC position at any time, PDRC may terminate your employment at any time.

This job description should not be considered all-inclusive. The employee understands that the job description is neither complete nor permanent and that it may be modified at any time by the Executive Director. This job description does not create a contract of employment. It is simply an outline of expected duties for the position.

I acknowledge receipt of this job description, understand the contents and commit to fulfilling all requirements listed. I will ask the Executive Director when any questions arise about the execution of my job duties.

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Employee Signature

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Date

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Employee Name (Printed)

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Executive Directors Signature

**Diversity, Equity and Inclusion:** Peninsula Dispute Resolution Center is committed to providing employment and volunteer opportunities to any and all qualified and experienced members of our communities.